

Date Mailed  
December 11, 2001

BEFORE THE  
PUBLIC SERVICE COMMISSION OF WISCONSIN

Request for Designation of the Telephone Number 211  
in Wisconsin as a Non-emergency Information and Call  
Referral Number Related to Health and Human Services  
Matters

05-TI-233

**NOTICE OF FURTHER INVESTIGATION AND REQUEST FOR COMMENTS  
ON THE PETITION OF THE RACINE COLLABORATIVE**

Comments Due: <b>Friday, January 11, 2002 – Noon</b>	Address Comments To: Gary Evenson, Assistant Administrator Telecommunications Division Public Service Commission P.O. Box 7854 Madison, WI 53707-7854 FAX (608) 266-3957
FAX Due: <b>Thursday, January 10, 2002 – Noon</b>	

On October 11, 2001, the Racine Collaborative<sup>1</sup> petitioned the Commission “to designate the telephone number “2-1-1” for use throughout Racine County for non-emergency information and referrals regarding health and human services information and referral.” The requested designation is for a pilot program to be conducted for two years.

On November 21, 2001, the Commission issued a Temporary Order in this docket to confirm the use of the digits 211 for specific information and referral purposes in Wisconsin. That Order also approved requests of three other petitioners for 211 designation.<sup>2</sup> The Commission retained jurisdiction to review other 211 petitions.

The Commission noted:

This Temporary Order on these 211 designations does not preclude additional 211 applications from other geographies in the state. Any such applications should focus on the standards of 211 operation discussed herein. Upon receipt of subsequent applications for 211 designations, the Commission will seek public comment on the petitions.

<sup>1</sup> The Collaborative consists of the Racine County Human Services Department, the United Way of Racine County and Innovative Youth Services of Racine, Inc. (AKA SAFE Haven/ Racine Hotline.)

<sup>2</sup> The Milwaukee 211 Stakeholders Council for Milwaukee County, the United Way of Dane County for Dane County, and the Waukesha County 211 Stakeholders Group for Waukesha County.

The Temporary Order also found:

standards as developed by AIRS,<sup>3</sup> and by the United Way of Dane County, are useful in evaluating whether an entity is in a position to make effective and appropriate use of the 211 number. Any future applications for the use of 211 will be evaluated with respect to their adherence to these identified standards.

(These standards are attached to this notice as Appendix A.)

**NOTICE IS GIVEN** that pursuant to its authority under Wis. Stat. §§ 196.02(1) and (7), the Commission will investigate for this petition.

The Commission seeks comments on the Racine Collaborative petition. Comments should address the merits of the petition, the adherence of the petition to the 211 standards identified by the Commission, and whether the petitioner should be granted the requested 211 designation.

Comments on this matter are due as indicated in the box on page 1. These comments must be received by noon on Friday, January 11, 2002. Comments by fax are due one day earlier. Fax filing cover sheets must state "Official Filing" and include the docket number and the number of pages (limit 20 pages). File by one mode only.

The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this proceeding or who needs to obtain this document in a different format should contact the docket coordinator listed below.

Questions regarding this matter may be directed to docket coordinator Gary Evenson at (608) 266-6744

Dated at Madison, Wisconsin, \_\_\_\_\_

By the Commission:

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Lynda L. Dorr  
Secretary to the Commission

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Attachments

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<sup>3</sup> Alliance of Information and Referral Systems.